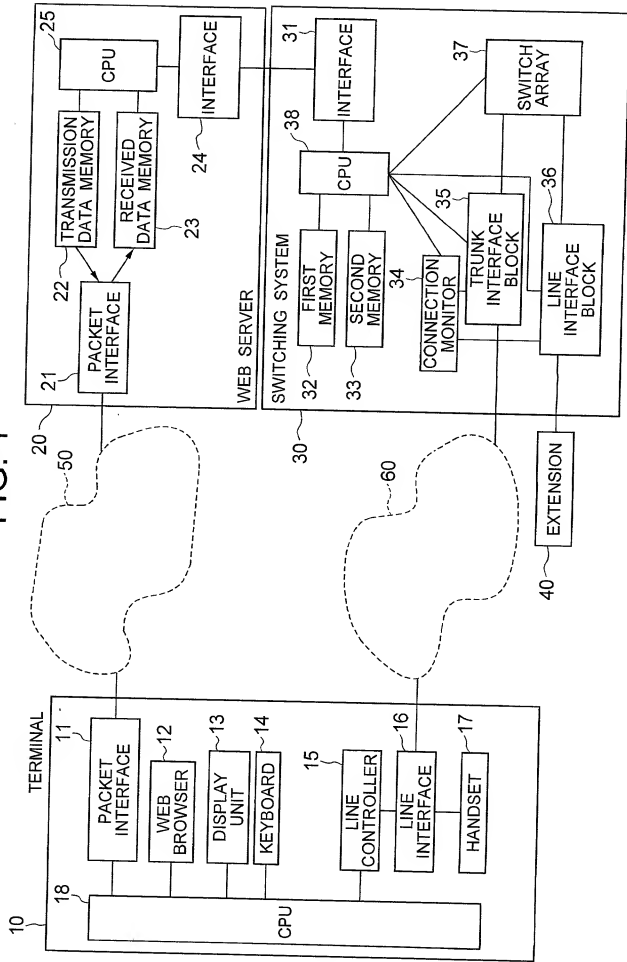


FIG. 1





# FIG. 3A

INITIAL SCREEN

[XXX AUTO. INSURANCE WEB ATTENDANT]

THANK YOU FOR CALLING  
"PLEASE SELECT ONE OF FOLLOWING MENUS"

- ① CONSULTATION POST
- ② CONTENTS OF CONTRACT
- ③ RECEIPT OF ACCIDENT

```
<HTML><HEAD>
<TITLE>[XXX AUTO. INSURANCE WEB ATTENDANT] <TITLE><HEAD>
<BODY>
<P><DIV ALIGN = CENTER> THANK YOU FOR CALLING -BR>
<P><DIV ALIGN = CENTER> PLEASE SELECT ONE OF FOLLOWING MENES
&#63879<A HREF p1.html ACCESSKEY = 1>CONSULTATION POST </A><BR>
&#63880<A HREF p2.html ACCESSKEY = 2>CONTENTS OF CONTRACT </A><BR>
&#63881<A HREF p3.html ACCESSKEY = 3>RECEIPT OF ACCIDENT
```

# FIG. 3B

CONNECTION ACCEPTANCE SCREEN

[XXX AUTO. INSURANCE WEB ATTENDANT]

TELEPHONE NUMBER OF CONSULTATION POST  
0471-XX-XXXX

DO YOU CONNECT ?

☒ YES

☐ NO

# FIG. 3C

[XXX AUTO. INSURANCE WEB ATTENDANT]

"CALLING ONTO CONSULTATION POST."  
PLEASE WAIT IN A TELEPHONE MODE